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## CHAPTER 4

### SURFACE TRANSPORTATION

#### 1. Buses

a. NAVPTO TOs have the authority to arrange chartered bus service for any number of passengers. See chapter 104 of reference (a) for procurement procedures and quality assurance inspections.

b. Only carriers that are party to the Military Bus Agreement (MBA) on file at MTMC and USTRANSCOM/MCC will be used. A copy of the agreement is available at NAVPTOs within the U.S.

#### 2. Rail

a. Rail transportation shall be utilized, in lieu of commercial air when such service is available, is cost effective and consistent with mission requirements.

b. See chapter 105 of reference (a) for additional information pertaining to use of rail transportation.

#### 3. Ships/Vessels

a. See chapter 107, paragraph A of reference (a).

b. Transoceanic surface transportation is normally a more costly mode of transportation. Accordingly, use of this mode for Navy-sponsored travelers traveling at government expense requires advance authorization and coordination with CNO (N413B) and CHNAVPERS (Pers-4), for PCS travel, or with the order issuing official for temporary duty travel. Orders must specifically authorize this mode of transportation.

c. Requests will be favorably considered only in cases of medical necessity, i.e., when travel by air is medically contraindicated. In this regard, the certification of a physician indicating patient's prognosis and diagnosis of reason why travel via aircraft is medically contraindicated must accompany the request.

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d. Once authorization for surface transportation is received, NAVPTOs/PCPs may arrange overseas surface transportation through MTMC as follows:

(1) CONUS NAVPTOs will submit requests for outbound surface booking to HQS MTMC WASHINGTON DC//MTOP-T-MP//. Requests will reflect COMNAVPERSCOM approval.

(2) Overseas NAVPTOs will forward requests to the appropriate Military Export Cargo Offering and Booking Office (MECOBO):

(a) POEs in Germany/Benelux/Denmark/Norway - C MTMC-TTCE OCCA-N BREMERHAVEN GE.

(b) POEs in United Kingdom - C MTMC TTCE OCBA FELIXSTOWE UK

(c) POEs in Portugal/Spain/ALL MED ports/Black Sea/Red Sea and Persian Gulf - C MTMC TTC OCAA-S NAPLES IT

(d) POEs in Alaska - CHMTMC OFFICE AK ELMENDORF AFB AK

(e) POEs in HAWAII - CDRMTMMCWA OCBO NSC PEARL HARBOR HI

(F) All Far East POEs including Guam, Okinawa, Japan) - CDRMTMCTML YOKOHAMA JA.

e. MTMC will obtain surface reservations on MSC-controlled or commercial vessels and inform the requesting NAVPTO.

f. Refer to paragraph U3130-C of reference (c) regarding accommodations on vessels. When the lowest cost accommodations cannot be reserved, first-class accommodations may be used as specified in paragraph U3130-D of reference (c). The orders will be annotated indicating the accommodations being provided and the following certification entered on each document over the TOs signature:

"I certify that the lowest cost accommodations were not available at the time reservations were made and that (the

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accommodations provided hereon were the lowest first-class rate then available)/(first-class accommodations use because (cite reason listed paragraph U3130-E of reference (c)))."

g. If transoceanic surface transportation by privately-owned conveyance (POC), e.g., sail boat, with limited reimbursement is desired, PCS orders must be modified to "authorize" vice "direct" the use of government air. See chapter 2, paragraph 18b.

#### 4. Rental Cars

a. Refer to chapter 106 of reference (a), paragraph U3415 of reference (c), paragraph C2102 of reference (d) and the MTMC Car Rental Agreement for entitlements, application and implementation of the government rental car program. The MTMC Car Rental Agreement is available at all NAVPTOS.

##### b. Policy

(1) Car rentals will be authorized only when it has been determined that the use of other means of transportation is not more advantageous to the government.

(2) Navy-sponsored travelers authorized rental cars shall obtain this service through the servicing CTO, normally collocated with a NAVPTO or PERSUPPDET. In absence of a CTO, rental cars shall be obtained through a Navy passenger transportation element.

(3) The lowest cost car rental service that satisfies mission travel will be selected regardless of whether the car rental company is on or off airport.

(4) Car rental companies that are a part of the MTMC Car Rental Agreement will be used to the exclusion of all others unless otherwise specified.

##### c. Procedures

(1) The order issuing official will determine the size rental car required which will be used in determining reimbursement and so state in the travel order using the applicable codes as stated below. There must be a justifiable

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reason why a larger size car than that which would normally meet the needs is required, e.g., one traveler with one bag normally needs only a compact size car. However, an intermediate or full size car may be needed if the traveler has a large amount of equipment or material associated with official business or there are multiple travelers.

<u>Class</u>	<u>Model Description</u>
CCAR	Compact Car
ICAR	Intermediate Car
FCAR	Full-Size Car
XXAR	Special Vehicle. Order issuing official must specify type vehicle desired, e.g., XVAR (15 Pax Van), XFAR (Wheel drive).

(2) The Navy-contracted CTO will make requested reservations in compliance with DoD and Navy travel policy.

(3) The NAVPTO will review the reservations for compliance with travel policy and contractual requirements.

(4) NAVPTOs will monitor management information reports to ensure travelers, travel services provider and activities are complying with DoD and Navy travel policy.

(5) NAVPTOs will ensure the U.S. Government Car Rental Agreement (current edition) prepared and managed by HQ MTMC is on hand and that the car rental companies comply with the agreement. The current agreement and other rental car information may be obtained through their world wide web site (<http://mtmc.army.mil/travel/car.htm>). Follow the guidelines stated in subparagraph c(3) below.

d. Car Rental Quality Control Program

(1) General. The objective of the car rental quality control program is to ensure that Navy-sponsored travelers are provided efficient, responsive, and economical car rental service per the negotiated agreement between the government and the participating car rental companies. Transportation officers must monitor the car rental services provided and initiate corrective action when required.

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(2) Policy. Car rental locations that either do not participate in their company's government car rental program or are guilty of continual major infractions will be denied Navy business. Major infractions include any recurring deviations from the terms of the U.S. Government Car Rental Agreement with emphasis on the following:

- (a) Unsafe vehicle provided.
- (b) Vehicle not available when confirmed reservations provided.
- (c) Unsatisfactory pick-up service by off-airport locations.
- (d) Overcharges and/or confirmed rates not honored.
- (e) Inefficient check-in/check-out procedures.
- (f) Free CDW not provided.

(3) Procedures.

(a) NAVPTOs/CTOs will use CNO (N413B)-approved vehicle rental service evaluation forms to obtain customer feedback and monitor and initiate improvements to the car rental process and overall service to the customer.

(b) NAVPTOs do not have the authority to exempt use of a particular car rental location for their official travelers. All legitimate car rental complaints shall be investigated by the NAVPTO transportation officer by dealing directly with the car rental company military/government representative. Unresolved recurring infractions will be sent to CNO (N413B) for appropriate action.

(c) CNO (N413B) will coordinate with the rental car companies involved which could result in placing locations in a "close watch" (probation) or "non-use" (disqualified) status. When this occurs NAVPTOs/CTOs are notified through the airline computer reservation system.